



CAL ALUMNI
ASSOCIATION
UC Berkeley

CAL DISCOVERIES
TRAVEL

2017 TOUR OPERATOR MANUAL

The Cal Alumni Association/Cal Discoveries Travel program is designed primarily for alumni and friends of the University of California, Berkeley. The tour operator and the Cal Alumni Association (CAA) jointly shall be responsible for the planning, marketing, promoting, and coordination of each Cal Discoveries Travel program.

This manual does not attempt to cover all of your responsibilities or our expectations and requirements. We do change and update this manual every year and we expect you to be aware of all changes made. As a Tour Operator you have the responsibility and are expected to understand the requirements of this manual and to provide excursions that will enhance the Cal Alumni Association/Cal Discoveries Travel guests' experiences while traveling with your company.

The Tour Operator must complete all the necessary details and arrangements required to undertake and complete the itineraries described in proposals accepted by the Cal Alumni Association/Cal Discoveries Travel. **The tour operator is expected to comply with the General Terms and Conditions and also complete a Tour Information Form for each accepted tour.** Every effort should be made to guarantee that itineraries and accommodations are firm at time of proposal or contract date.

Please distribute this to any and all other staff members in your organization who may be directly involved and affected by this information.

Thank you!

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CONTACT INFORMATION:

Cal Discoveries Travel
Cal Alumni Association
1 Alumni House
Berkeley, CA 94720-7520
510.900.8222 or 888.225.2586 | 510.642.6100 (fax)

STAFF:

- Kris Jameyson, **Senior Director** | kris.jameyson@alumni.berkeley.edu | 510.900.8220
 - Contact for: tour specifics or changes, any big picture items, problems, trip financials/commissions, billing inquiries, anything related to lecturers/hosts/tour managers, marketing related items until February 22, 2016
- Joanna Aguiar, **Assistant Director** | joanna.aguiar@alumni.berkeley.edu | 510.900.8224
 - Contact for: all marketing related items (print or electronic), all pre-trip and trip planning documents, trip logistics, berthing allotments, billing related to marketing (Joanna will return from Maternity leave on February 22, 2016)
 - Works: Monday-Thursday (8:45am-4:45pm), off on Fridays
- Nancy McNeil, **Program Manager** | nancy.mcneil@alumni.berkeley.edu | 510.900.8223
 - Contact for: all reservation and passenger information (with copy to caldiscoveries@alumni.berkeley.edu)
- Charlotte Sproul, **Program Manager** | charlotte.sproul@alumni.berkeley.edu | 510.900.8221
 - Deals mostly with our internally operated trips and will be a point of contact on an as needed basis
 - Works: Tuesday-Friday 1pm-5pm, off on Mondays
- Haley Hart, **Program Manager** | haleyhart@alumni.berkeley.edu | 510.900.8349
 - Deals mostly with our internally operated trips and will be a point of contact on an as needed basis - also working on web related items until February 22, 2016
- General email: caldiscoveries@alumni.berkeley.edu
 - Contact for: passenger lists/counts, electronic passenger confirmations, pre-trip document editing, general passenger inquiries, any and all customer service needs, when in doubt about who to contact...use this email address.
- Website:
 - alumni.berkeley.edu/caldiscoveries
- Travel insurance:
 - travelinsure.com/calalumni

DEADLINES:

- Mar. 11
 - Tour Information Forms
 - Web entry forms
 - At least 3 hi-res digital photos for each trip
 - Signed Tour Operator Manual Acceptance Form (*last page of this document*)
 - Signed General Terms & Conditions
- Apr. 25
 - Preliminary flyer proofs due
- May 13
 - Approved/edited PDFs of preliminary flyers due
- May 27
 - Flyers to be delivered to Cal Discoveries for reception
- June 5
 - Travel reception and 2017 program preview (Save the Date)
 - Program time 2:30-4:30 pm (tour operators should arrive by 1:30 at the latest to set up their table)

EACH TOUR PRICE MUST INCLUDE:

Costs for transportation, lodging, meals, taxes, excursions, and tips:

For trips that include airfare, price must be listed on brochure with SFO and LAX gateways. Non-stop flights are preferred. If airfare is not included and your company does not have an air department or a partnership with a well-known travel agency or airline, please notify Cal Discoveries Travel of this fact. Lodging should be rooms with private bathrooms. When possible all gratuities should be included. At a minimum, daily breakfast must be included. Single supplement should be listed if applicable.

ALL INTERNAL FLIGHTS:

Within the announced dates of itinerary must be included in the final land/cruise tour cost.

Space allocation/inventory:

Complete space allocation details, including number of cabins and space allotments, berthing sheets, and deck plans for cruises, must be provided at the time of contract. The Cal Discoveries Travel office requires at least two weeks' notice and a reminder prior to cabin recall, even if the recall information was given in previous documents. Email Joanna with this information. The numbers of single, double, and triple accommodations must be estimated on Tour Information Sheet at time of contracting.

No trip guarantee:

Cal Discoveries Travel does not guarantee a minimum number of travelers on any trip. If minimum number of travelers is not met for the faculty lecturer/tour manager to participate, tour operator must work with Cal Discoveries Travel to make decisions about cancelling the trip or running it without lecturer/tour manager participation.

CALIFORNIA SELLER OF TRAVEL:

Registration as a California Seller of Travel is required by all tour operators contracting with CAA/Cal Discoveries Travel. This number must appear on marketing and promotional materials as applicable. Those sellers of travel eligible to participate in the Travel Consumer Restitution Corporation Fund (TCRC) must provide proof of participation. (California Business & Professions Code §17550.7) Registered California Sellers of Travel not eligible to participate in the TCRC fund shall deposit directly into a trust account in a federally insured bank, savings and loan association, or credit union, 100 percent of all sums received from any person or entity for any Cal Discoveries related travel services offered by the seller of travel. The seller of travel shall not in any manner encumber the corpus of the trust account and shall not withdraw money from there except for legitimate expenses associated with the trip in question as set forth in California Business & Professions Code §17550.15.

The California Seller of Travel registration number must be printed on every brochure. Out-of-state residents must be advised in writing that the CST Restitution Fund does not cover them. Out-of-state vendors must advise travelers that their companies are ineligible to participate in the California Travel Consumer Restitution Corporation.

CAL ALUMNI ASSOCIATION COMPENSATION

A minimum of X% commission of the published prices per paying participant is payable to the Cal Alumni Association. **Final payment of commissions is due within 21 days after tour completion.** Commissions are based on all revenues generated, including land/cruise prices, pre- and post-trip extensions, and single supplements. This includes dividing all cancellation administrative fees between CAA/Cal Discoveries Travel and the tour operator on cancellations received up to final payment date. 100% commission is due to CAA for travelers cancelling under 100% penalty. Final accounting is to include a participant list and calculations of payments due. An estimate of the expected commission may be requested in order for the CAA Accounting Office to accrue revenue. In the event that a participant cannot be confirmed on a Cal Discoveries Travel trip and is confirmed on another trip offered by the same tour operator, a minimum of X% commission shall be paid to CAA/Cal Discoveries Travel. *Please notify Kris if your company needs to work differently.*

COMPLIMENTARY TRAVELERS:

A minimum of one complimentary room/cabin, including roundtrip airfare, per tour is required for a CAA faculty lecturer, CAA representative, or Cal Discoveries Travel manager.

CAA/Cal Discoveries Travel prefers that a University of California faculty lecturer accompany a tour when deemed appropriate by the tour operator and Cal Discoveries Travel.

TRAVEL ACCESSORIES:

Promotional material will be given to travelers by Cal Discoveries Travel with a value of not more than \$XX per participant. CAA will invoice tour operators for these travel accessories once final details letter has been sent to travelers.

Name Badges:

Tour Operators are to order customized name badges by contacting

Ryder Engraving Company
(Attn: Jill)
1029 Hazelton Etna Road, SW
Pataskala, Ohio 43062
P 740.927.7193 | F 740.927.9341
Email: sales@ryderengraving.com

Please deliver name badges to travelers with final documents. Name badges should contain the preferred first and last name of the traveler and the name of the trip with the year. **Please order them at least three weeks in advance of the distribution date.** Please contact Cal Discoveries Travel if you are not planning to use the Ryder name badges. We require name badges to be branded with the Cal Discoveries Travel/CAA logo (please contact Joanna with any questions).

BOOKING PROCEDURES:

Reservation deposits:

Deposits and reservation forms are initially received by CAA/Cal Discoveries Travel. All deposit checks are made payable to "TOUR OPERATOR." All reservation forms and deposits received by CAA/Cal Discoveries Travel are forwarded to the tour operator. Advance reservation forms (from preliminary brochures) and deposits for each trip are forwarded to the tour operator and should be 100% refundable should any person cancel prior to circulation of the final brochure, unless otherwise agreed upon. Once the final brochure is in circulation, all reservations are subject to the tour operator's cancellation policies, and should be listed in detail in the final brochure.

Online reservations:

Bookings on a tour operator's webpage should be sent automatically to Cal Discoveries Travel: caldiscoveries@alumni.berkeley.edu. Any reservations, including online reservations, must be cleared for space availability by the Cal Discoveries Travel office before confirming/charging deposit.

Acknowledgments & Confirmations:

Acknowledgment of receipt of the reservation and deposit is sent to participants (mostly by email) by the Cal Discoveries Travel office upon receipt of reservation and deposit. Information about travel insurance is included in this email to travelers and you can direct our travelers there as well: travelinsure.com/calalumni.

Travel Insurance:

Travel Insurance is to be strongly recommended for all travelers on all tours. Cal Discoveries Travel sends a link to the travel insurance website with reservation confirmation emails: travelinsure.com/calalumni. The Tour Operator should include a CAA/Cal Discoveries Travel insurance brochure in final documents. A supply of TIS brochures can be sent to your office, please email us at caldiscoveries@alumni.berkeley.edu and indicate the quantity needed.

Passenger Lists:

A list of confirmed passengers is to be sent to the Cal Discoveries Travel office at least twice a month leading to the trip departure.

Cancellations:

Need to be received in writing by the Cal Discoveries Travel office and this should be stated on the brochure. The Cal Discoveries Travel office will then forward a copy of this cancellation to the tour operator. For those cancellations received by the tour operator, copies must be immediately forwarded to the general inbox: caldiscoveries@alumni.berkeley.edu.

MARKETING:

We will continue with our multi-trip brochure and produce two for all 2017 trips. The first promotion will be mailed at the end of May 2016 and will feature trips departing January through June 2017.

The second promotion will go out towards the end of December 2016 (to hit houses in early January 2017) and will feature trips departing July through December 2017.

Each promotion will also mention earlier and later trips which are still open for enrollment. The price for each **featured** trip will be \$XXX, which will be invoiced by Cal Discoveries after the publication featuring the trip is printed.

Preliminary Flyers

Each Tour Operator is to provide between 150-300 advance publicity flyers by **Friday, May 27, 2016** to the Cal Discoveries Travel office for distribution at and after the annual Travel Reception. Each flier is to include a reservation deposit form indicating the required amount of deposit per person. Deposits should be 100% refundable until publication of the trip's final brochure. Do not include cancellation policy at this time. If the deposit is not 100% refundable then this is to be considered a final brochure and needs to adhere to the inclusions below for Final Brochures. Please make sure to note that this is a "preliminary brochure" and that information is subject to change. If the trip's final brochure samples will be in the Cal Discoveries office by May 29, you do not need to produce a preliminary brochure.

Please provide preliminary electronic PDF brochures for every trip to our office by **Monday April 25, 2016**. This will allow ample time for our office to edit, for you to print, and for web publication prior to May 27.

Website pages:

Cal Discoveries Travel will create an individual tour page for each trip on its website. We will use content exactly as you submit it on the web entry forms so please be detailed and thorough with your submissions. It is the responsibility of the tour operator to notify us of any changes to any content submitted on the web entry form. A final edited and approved PDF of the trip brochure, including reservation form, should be made available by **Friday May 13, 2016** to be added to the tour page. The layout of the brochure in the PDF file should be one panel per page.

- PDFs must be created from the native design file
- PDFs must be optimized for fast web viewing
- PDFs need to be under 2 MB

We also require photos to be provided by the tour operator for use on our website and in email promotions. Photos need to be of high quality and in landscape orientation, and will be cropped to 960 px by 400 px to fit on our website. We require a minimum of 3 photos fitting these criteria. All web content and photos are due to Joanna by **Friday, March 11, 2016**.

Email promotions:

Bi-weekly emails:

Every other week Cal Discoveries Travel will select 3-4 trips to promote in each email update. Each trip will be promoted via email at least once prior to trip departure. Timing will most likely coincide with the brochure mail date or with an early booking expiration date.

eNewsletter:

Three times a year we send a newsletter to travelers highlighting particularly interesting travel topics, lecturers, interesting destinations, group photos, etc.

Tour operator's website information:

CAA reserves the right to review all Cal Discoveries Travel trips on each Tour Operator's website.

Final brochures (direct mail):

Direct mail brochures are to be designed and printed by the tour operator for mailing approximately 6-8 months in advance of departure date. Cal Discoveries Travel must edit and approve all brochures prior to printing. Proofs should be emailed to Joanna who will edit and coordinate all brochure content and mail schedule.

If you need to re-mail any brochures for trips needing an extra push please work with Joanna to determine if space is available. If any changes are made to the re-mailed brochure we need to re-edit and approve the brochure before it is sent.

Final brochure PDFs should be sent to Joanna prior to the set mail date. Please lay out one panel per page for ease of printing and editing. The PDF should be under 2MB and optimized for web viewing. Fifty (50) copies are to be sent directly to the Cal Discoveries Travel office as soon as the brochure is printed the remainder should be sent directly to Admail (information below).

Final Brochures are to adhere to the following guidelines and conditions:

ALL FINAL BROCHURES MUST INCLUDE:

- Cover:
 - CAA and Cal Discoveries Travel logos are to be featured prominently on the cover
 - If space does not allow for both the Cal Discoveries Travel logo should be on the cover and the CAA logo on the mail panel
 - Destination
 - Tour dates
 - Name of faculty lecturer (if applicable)
- Itinerary
- Included/not included features
- Map
- Cal Discoveries Contact Information
 - Name: Cal Discoveries Travel
 - Address: 1 Alumni House, Berkeley, CA 94720-7520
 - Phone numbers: 510.900.8222 and 888.225.2586 (using dots not dashes)
 - Email: caldiscoveries@alumni.berkeley.edu
 - Website: alumni.berkeley.edu/caldiscoveries
 - Like us on Facebook! [Facebook.com/caldiscoveriestravel](https://www.facebook.com/caldiscoveriestravel)
- Reservation form should include:
 - 2 lines for email addresses (one for each traveler)
 - Date of birth
 - Cal Class Year
 - Names for name badges
 - Cruises: must have cabin category preference information (1st choice and 2nd choice) for traveler to select and ship layout
- Responsibility information (naming CAA/Cal Discoveries)
- Cancellation information (terms, penalty fees, and dates)
- Your California Seller of Travel (CST) number
- Signature line to be read, signed, and dated, agreeing to the terms and conditions
- CAA Donor Statement:

CAA is a self-funded non-profit organization that relies on donations to provide programs and services that support students, alumni, and the University. To make a gift, please visit alumni.berkeley.edu/donate or call 510.900.8204. Thank you for choosing CAA as the recipient of

your generosity.

- The Cal Discoveries Travel Difference
Our goal is to provide the University of California, Berkeley community with an exciting combination of discovery, learning, and adventure in educationally oriented travel.

Cal Discoveries Travel offers travelers value with thoughtfully crafted excursions to experience new places, interesting people, and fascinating insights.

When you travel with Cal Discoveries Travel, you can be assured that we understand your desire for a strong educational component, a carefully selected destination, and a Cal connection on every trip.

Benefits of traveling with Cal Discoveries Travel

- Experience “lifelong learning” with world-renowned Cal faculty and/or local experts
- Receive outstanding customer service from Cal Discoveries Travel staff with more than 40 years expertise
- Meet new friends and old, and find interesting, inquisitive travel companions who have Cal in common

- **ACTIVITY LEVEL OF TRIP**

- **Mildly active:** Easy pace, little walking, and little stair-climbing.
- **Moderately active:** Faster pace, substantial distances covered, extensive walking, and stair-climbing.
- **Active:** Involves long distances and/or extensive movement, walking, hiking, and/or stair-climbing.
- **Very Active:** Strenuous hiking and other physical activities.

When possible, tour operators should consider splitting groups into different activity levels during the trip. It is the responsibility of the tour operator to have activity level information prominently stated in every trip brochure.

- **CAA Membership Policy:**

One traveler per room, whether alumni or friends, must be a current Cal Alumni Association member to participate in Cal Discoveries Travel offerings. Payment of \$50 for seniors 65 years and over, and \$60 for those who are 64 years and under establishes a regular or affiliate membership with all other Association benefits. A married couple and their children under 21 years may travel on one membership; memberships are non-refundable and non-transferable. Please make dues payable to CAA by separate check, or, if you prefer, provide a Visa, MasterCard, Discover, or American Express number with expiration date for payment.

- Mail panel indicia should read:

Presorted standard
US postage PAID
Hayward, CA
Permit No. 2

BROCHURE MAILING:

Self-mailers are preferred. Processing and mailing will be at standard pre-sort bulk rate. After printing, brochures are to be shipped directly to:

ADMAIL PRINTING & DIRECT MAIL CO.
31640 Hayman St.
Hayward, CA 94544

510.471.6200 or 800.273.MAIL
 Attention: Brian Schott, 510.477.6240

Quantity: Joanna is your direct mail contact. We recommend a minimum of 10,000 brochures initially. Cal Discoveries Travel will advise and work with Tour Operator to define target audiences and mailing quantity for each trip. We have a very busy mail schedule so if you know far in advance of a mail date you want please let Joanna know and she can hold that spot for you prior to approval of the final brochure.

Billing: All brochure printing, mailing, and postage costs, after completed by ADMAIL (CAA's mail house), are invoiced by and reimbursed to CAA.


LOGO INFORMATION:


Cal Discoveries Travel/CAA Logos:


The Cal Discoveries Travel logo should be used prominently on the cover of all brochures. If space allows, both the Cal Discoveries Travel and the CAA portions of the logo should be used on the cover of the brochure. If space is limited on the cover, the "Cal Discoveries Travel" portion of the logo may be used on the cover, independently from the CAA portion of the logo. However, the CAA portion of the logo must be used on the mail panel of the brochure and/or present elsewhere on the brochure.

Logo Restrictions:

There are three logo options. No type or other element should encroach on any of the logos. There should be ample clear space around the logo. The preferred presentation is using the primary two colors of the logo on a white background. If the design warrants, the logo may be reproduced on a background that is a screen percentage of either of the two primary logo colors (blue and yellow). The tint should range between 5%-20%. The logo can also be reproduced in one color – black or the primary blue (pms 294) or reversed out of black or blue. *Email Joanna for design files of these logos if needed.*

<p>Logo Version 1 (CAA logo in full with Cal Discoveries Travel side by side): The minimum size of the logo should be 0.75 inches high. If only using the "Cal Discoveries Travel" portion of this logo, then the minimum size of "Cal Discoveries Travel" should be .25 inches high.</p>	
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<p>Logo Version 2 (CAA logo type only and without UC Berkeley, with Cal Discoveries Travel underneath): The minimum size of the logo should be .75 inches high.</p>	
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<p>Logo Version 3 (CAA logo in full with Cal Discoveries Travel logo stacked underneath): The minimum size of the logo should be 1.25 inches high.</p>	
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Logo Colors:

The primary colors of the logo are blue and yellow and should be specified as the following:

- When printing on **coated paper**, specify Pantone 294 C (Blue) and Pantone 123 C (Yellow)
- When printing on **uncoated paper**, specify Pantone 294 U (Blue) and Pantone 115 U (Yellow)
- When printing **process colors**, specify CMYK 100/55/0/35 (Blue) CMYK 0/20/95/0 (Yellow)
- For **online usage**, specify HTML 003478 (Blue) HTML FDC82F (Yellow)
- The logos may also be printed in one color, either the primary blue or black.

INFORMATION FOR PARTICIPANTS

Send trip information to all participants at appropriate intervals. CAA/Cal Discoveries Travel must edit and approve all brochures **AND** any and all pre- and post-trip information to be distributed to Cal Discoveries travelers. A copy of materials sent to participants should be sent to the Cal Discoveries Travel office, ahead of time and prior to participants mailing. Electronic copies are preferred. All information distributed to travelers should be sent to Cal Discoveries Travel electronically or in hard copy if applicable.

Visa information:

Tour operator shall provide information pertaining to all necessary visas for countries included in the tour itinerary as announced in the final brochure.

Payment information:

Tour operator is to notify participants regarding final payment date, balance due, and acceptable methods of payment. Refunds are to be made promptly and within the terms as stated in advance. Final invoices must be sent directly to each traveler.

GENERAL INFORMATION:

Itinerary:

A final itinerary listing destinations, arrival and departure times, meals included, and hotels is to be sent to all participants for each tour as early as possible.

Medical information:

Tour operator is to provide participants with all medical information for recommended inoculations, vaccinations, and medications.

Optional Sightseeing:

Information and all costs regarding optional sightseeing and pre- and post-trip extensions is to be published along with the total tour cost but presented separately from regular trip cost. Do not add in any optional costs to the regular trip cost. Provide this information under an "Optional Tours/Extensions" section.

Travel information:

Information regarding clothing, temperatures, etc. is to be provided well in advance of departure.

Flight information:

Departure and arrival flight information is to be provided for each participant and the Cal Discoveries Travel office as soon as it is confirmed by the airline. When air is not included the meeting place and time must be clearly stated. The terms of airport/hotel transfers for those not using group air should be clearly defined.

Cancellation policy:

The cancellation policy and date deadlines are to be published and repeated in other written correspondence to participants by each tour operator. All brochures must contain the following wording: "All cancellations must be submitted in writing to the Cal Discoveries Travel office." If the tour operator hears of a cancellation before Cal Discoveries Travel, Cal Discoveries Travel should be notified immediately.

Passenger Information Forms:

The tour operator is to distribute such forms to each tour participant. If the tour operator prefers to use its own form it must AT LEAST include the following information.

- Passport Information
- Date of Birth
- Emergency Contact Information
- Acceptance/Denial of Travel Insurance:

**Example: I/We have been offered travel insurance in conjunction with the Cal Alumni Association tour listed above, and I/we have: _____ purchased insurance/ _____ declined purchase of insurance.

In declining the purchase of any or all insurance coverage, I/we will not hold the Cal Alumni Association and/or its agents responsible for any additional expenses/losses incurred resulting from my/our cancellation of this trip, accident, sickness, lost or damaged baggage that would have been covered by the travel insurance protection offered. _____(initial)

(Please note: The Cal Discoveries Travel Passenger Information Form no longer contains sections requiring physician's information, list of all prescription medications, or health conditions.)

It is the responsibility of the Tour Operator to solicit said information and forward it to the Tour Director and Cal Discoveries office for each trip involving CAA/Cal Discoveries Travel participants. Passenger information forms must be filled out completely and received by tour operator before passenger receives final documents. Please send the PIFs to Cal Discoveries along with a copy of final documents mailing at least three weeks prior to trip departure.

Final Documents:

The tour operator is to mail all final documents to travelers at least **3 weeks** before departure. Final documents may not be distributed to any participant who has not submitted a completed passenger information form and signed a Release of Liability form. A copy of all final documents along with PIFs, must be sent to the Cal Discoveries Travel office at the same time or prior to, participants' mailing. Final documents should include tour operator emergency contact information.

Release of Liability, Assumption of Risk, Agreement to Indemnify and Not To Sue for Persons

Participating form:

Please include the Cal Alumni Association in your tour operator terms & conditions which travelers must sign. These can be in the brochure or as part of the passenger information form. Contact Cal Discoveries to see a sample of our form.

Other:

All risks inherent to the trip must be communicated to the participants in written form. The tour operator is to distribute whatever is deemed necessary and beneficial to each participant. Reading lists and other relevant information may be distributed by the tour operator depending upon the arrangements with a faculty lecturer.

Telephone and Fax Communication:

It is expected that all participants will have access to the tour operator's toll free telephone number and fax number.

No Smoking Policy:

It is the policy of CAA/Cal Discoveries Travel not to allow smoking on tour buses, during lectures, or in private dining rooms.

Trip Evaluations:

Cal Discoveries Travel sends its own participant evaluations upon the return of each trip. All evaluations and any Cal Discoveries Travel Representative/Faculty Lecturer reports are forwarded to the Tour Operator as they are received in the Cal Discoveries Travel office. Please refrain from distributing or mailing tour operator evaluations directly to Cal Discoveries travelers.

WARRANTY OF COMPETENCE

As a Tour Operator and independent contractor, you warrant that you and your entire operation possess the expertise and the resources to competently and safely perform the services and meet all required statutory and government regulations that apply to your operation. You further warrant that you and your entire operation will perform your responsibilities to the highest professional standards.

TRANSPORTATION REQUIREMENTS

CAA/Cal Discoveries Travel requires, and it is the responsibility of the Tour Operator to ensure, that all transportation vehicles used in the conveyance of guest participants are safely operated and maintained in accordance with all relevant federal, state, and local safety regulations and requirements.

RELEASE AND ACCEPTANCE OF RISK

For excursions offered by Tour Operators that include an added element of risk, we strongly encourage the Tour Operator to require participants to sign a waiver, release and assumption of risk form. Such a form should include an acknowledgment of risks, the participant's agreement to assume the risk, waiver and release of the Tour Operator and CAA from any claims arising out of participation in any excursion. It is required that any voluntary release form include CAA specifically in said release. Tour Operator is required to provide CAA/Cal Discoveries Travel with a copy of said release prior to departure of the tour.

RISK MANAGEMENT, QUALITY CONTROL, SAFETY AND SECURITY

Tour Operators are expected to provide safe and secure excursion operations, understanding the risks involved and active management to remove or minimize risks and communicate effectively to ensure that all participants are made aware of and warned of any potential dangers. This should apply to accommodations for disabled as directed by the American Disabilities Act (ADA).

As a tour operator, it is expected that you recognize and accept your responsibility to protect the environment in which you operate and that you will fully comply with all governmental statutory and regulatory requirements wherever you operate.

EXCURSION CANCELLATION FOR SAFETY REASONS

Tour Operator must use the highest regard for safety by using conservative judgment prior to commencing a tour, excursion or activity which poses unusual risks to the security and/or safety of CAA/Cal Discoveries Travel guests, participants, or staff. The Tour Operator must notify Cal Discoveries Travel immediately when a decision has been made to cancel any excursion. Cal Discoveries Travel reserves the right to cancel any activity, tour, or excursion which it considers would compromise quality, safety, or security without any financial obligation by Cal Discoveries Travel or its guests, participants, or staff.

PROBLEM RESOLUTION & TOUR REFUNDS

It is in the best interest of the Tour Operator to resolve any complaints as soon as possible and prior to departure. Prompt resolution of a problem will generally reduce or eliminate a potential refund. Cal Discoveries Travel will, at all times, attempt to work with you to resolve disputes or issues in a manner beneficial to all parties.

ACCIDENTS/INCIDENTS/ILLNESS/INJURIES

In the case of accidents, incidents, illness or injuries, the Tour Operator must determine if medical attention is required in a timely manner. All accidents, incidents, illness, or injuries must be reported to the Cal Discoveries Travel office. At the discretion of the Cal Discoveries Travel office, future tours or excursions may be canceled without notice until an appropriate investigation of accident, incident, illness or injury is completed and Cal Discoveries Travel is assured that the Tour Operator's response was appropriate and the Tour Operator's insurance coverage remains in effect.

Note: In addition to emergencies, it is in the best interest of Cal Discoveries Travel and the Tour Operator to bring to the attention of Cal Discoveries Travel, any non-emergency situation that may result in possible complaint, post tour legal action or claim. Having timely documented information is more advantageous to all involved than trying to research a situation that may have occurred months or years earlier.

LEGAL ACTIONS AND CLAIMS

Per this manual and your acceptance of this manual as the terms of your relationship with Cal Discoveries Travel, its guests and participants, any legal actions or claims regarding an accident, incident or injury will be directed to you as the Tour Operator.

TOUR OPERATOR MANUAL ACCEPTANCE FORM - 2017

CAL ALUMNI ASSOCIATION/CAL DISCOVERIES TRAVEL

By providing products and services to Cal Discoveries Travel and its guests and participants, you agree to communicate the requirements of this manual to your staff, vendors, and subcontractors and to operate your tours in compliance with the attached Tour Operator Manual. Terms, conditions, and obligations contained in this manual are binding on you and apply to all products and services provided by you and your staff, employees, vendors, subcontractors, and your company or business as a whole.

By acknowledging below your receipt of the attached Tour Operator Manual, you are agreeing to all conditions contained in the manual applying to your operation and to the requirements below:

- 1. Sign in the space provided below and return this Acceptance Form to:

Joanna Aguiar
Cal Discoveries Travel | Cal Alumni Association
1 Alumni House
Berkeley, CA 94720-7520
tel. 510.900.8224

- 2. Provide a copy of your current release and acceptance of risk form if you currently utilize such a form and ensure, per the Tour Operator Manual, that Cal Discoveries Travel is named as a releasee on that form.

Please complete and return this form to Joanna Aguiar by **March 11, 2016**. These materials are time sensitive; if we do not receive the appropriate forms and insurance certificates in a timely manner, your tour(s) or excursions will not be available to our alumni clients and participants.

ACKNOWLEDGED AND AGREED:

By: _____
(Signature)

(Print Name)

(Tour Operator)

(Date)

Title of Signer: _____